



## **-Vacancy Announcement -**

### **The Housing and Community Development Authority is accepting resumes for a Community Services Program Coordinator**

To be considered for this position, applicants must:

E-mail a resume, cover letter, and a one to three page professional writing sample to Lori Dimick at [ldimick@ihcda.in.gov](mailto:ldimick@ihcda.in.gov) with the title of the position in the e-mail subject line.

Additionally, candidates will also need to apply to job ID 598883 via the state's job bank at [www.IN.gov/spd](http://www.IN.gov/spd). To apply, click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCD's Indianapolis headquarters and will require some travel.

Please see next page for job description.



**ADDRESS** 30 South Meridian Street, Suite 1000, Indianapolis, IN 46204  
**PHONE** 317 232 7777 **TOLL FREE** 800 872 0371 **WEB** [www.ihcda.IN.gov](http://www.ihcda.IN.gov)

**EQUAL OPPORTUNITY EMPLOYER AND HOUSING AGENCY**

State of Indiana  
Lieutenant Governor  
Sue Ellspermann



Our Mission: IHCDCA helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCDCA is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

## IHCDCA

## Job Expectations

<b>Title</b>	Community Services Program Coordinator HOPWA, TBRA & HMIS	<b>Exempt</b>
<b>Reports to</b>	Director of Community Services	<b>Date last revised:</b> Sept. 2015
<b>Supervises</b>	N/A	
<b>Summary</b>	The Community Services Program Coordinator contributes to fulfilling the IHCDCA mission and meeting strategic and annual IHCDCA operational and program goals by allocating and overseeing the implementation of federal and state funds that consist of a wide range of moderately complex established procedures and guidelines. A high level of precision, accuracy and attention to detail is required in order to resolve routine problems. Ability to lead programs is critical to the position.	
<b>Evaluation of performance</b>	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDCA and its associated governing entities.	

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<p><b>Key outcomes expected</b></p>	<p>Coordinate and manage the daily responsibilities of the Housing Opportunities Persons With Aids (HOPWA) program.  <u>HOPWA (takes approximately 30% of time):</u></p> <ul style="list-style-type: none"> <li>• Provide technical assistance to HOPWA sub-recipients by researching regulatory and programmatic issues and stay informed of program and changes of program.</li> <li>▪ Respond in a helpful and timely manner to inquires, either by phone, electronically, or in person.</li> <li>▪ Provide annual and other needed trainings to sub-recipients</li> <li>▪ Allocate funds, set-up budget information, create and distribute award documents</li> <li>▪ Complete budgets, closeouts and other information as necessary in the DMS, IDIS, and FFATA software programs</li> <li>▪ Accurately make changes and updates to policy and procedures in the HOPWA and internal departmental manual as needed.</li> <li>▪ Review and process budget modification request timey</li> <li>▪ Develop and perform on-site monitoring for 50% of HOPWA sub-recipients annually. Travel required in state.</li> <li>▪ Complete the application to HUD through the Indiana Consolidated State Plan information annually.</li> <li>▪ Create and distribute Annual Performance Report (APR) to HOPWA sponsors, collect and review responses and compile the HUD report (CAPER) and submit to BBC in a timely manner.</li> <li>▪ Distribute closeout forms to sub-recipients.</li> <li>▪ Represent IHCD and housing interests at the Indiana State Department of Health's Comprehensive HIV Services Planning and Advisory Council (CHSPAC) bi-monthly meetings</li> <li>▪ Develop and implement RFP application and allocation procedures and policies via annual revisions as needed</li> <li>• Review RFP Application submissions based on established criteria and thresholds</li> <li>▪ Accurately prepare in a timely manner general correspondence including memos to IHCD Board of Directors, award notifications, sub-recipient agreements, letters, e-mails and other requests, etc.</li> <li>▪ Represent IHCD on external committees or panel discussions as assigned by the Director of Community Services.</li> <li>▪ Actively participate in the Continuous Improvement Process including daily huddles.</li> </ul> <p>Coordinate and manage the Housing Inventory Chart in conjunction with the annual Point in Time project  <u>HMIS: (takes approximately 40% of time) Homeless Management Information System</u></p> <ul style="list-style-type: none"> <li>• Take the lead for the annual Housing Inventory Chart. This project takes approximately 6 months to complete.</li> <li>• Create or update the process by which organizations have an opportunity to annually update their project beds and units.</li> <li>• Complete, update and resolve any issues with the Housing Inventory Chart/Worksheet on a regular basis as required by HMIS Manager and Director.</li> <li>• Enter Housing Inventory Chart in federal software (HDX) annually.</li> <li>• Attend meetings with HMIS contractors as needed</li> <li>• Assist with the annual Point in Time Homeless Count with the HMIS manager, ESG Coordinator and Director, HMIS contractors</li> </ul> <p>Coordinate and manage the daily responsibilities of the Tenant Based Rental Assistance Program under HOME Funds and provide assistance to the HMIS system.</p> <p><u>TBRA: (takes 30% of time).</u></p> <ul style="list-style-type: none"> <li>• Provide technical assistance to TBRA sub-recipients by researching regulatory and Programmatic issues and stay informed of program and changes of program.</li> <li>• Provide technical assistance for new re-entry programs.</li> <li>▪ Respond in a helpful and timely manner to inquiries, either by phone, electronically, or in person.</li> <li>▪ Provide annual and other needed trainings to sub-recipients</li> <li>▪ Allocate funds, set-up budget information, create and distribute award documents</li> <li>▪ Complete budgets, closeouts and other information as necessary in the DMS, and IDIS software programs</li> <li>▪ Accurately make changes and updates to policy and procedures in the TBRA and internal departmental manual as needed.</li> <li>▪ Review and process budget modification request timely. Distribute and collect closeout forms to sub-recipients</li> <li>▪ Develop and perform on-site monitoring on 100% of TBRA sub-recipients annually. Travel required in state.</li> <li>▪ Complete the TBRA summaries in the application to HUD through the Indiana Consolidated State Plan information annually.</li> <li>▪ Create and distribute Annual Performance Report (APR) to TBRA sponsors, collect and review responses. Complete narrative about the outcomes in the Annual Report out of the Consolidated Program for HOME and submit to BBC timely.</li> <li>▪ Accurately prepare in a timely manner general correspondence including memos to IHCD Board of Directors, award notifications, sub-recipient agreements, letters, e-mails and other requests, etc.</li> </ul> <p>Both:  {00021732-3} Timely and accurately enter required information into the Weekly Reports.  Provide excellent customer services to our vendors, contractors, sub-recipients and internal staff.</p>
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<b>Critical skills, knowledge, and behaviors</b>	<p>Demonstrates effective verbal and written communication skills.</p> <p>Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels.</p> <p>Demonstrates presentation skills to facilitate small group trainings/presentations for in-person or webinar type of trainings.</p> <p>Demonstrates customer service orientation.</p> <p>Able to think logically and analytically.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>High detail orientation and accuracy.</p> <p>Ability to learn new processes and take direction for these processes. As the process is learned, need the person to take initiative and complete the requirements with less supervision. Ultimately, the individual will lead their projects taking ownership of all duties.</p> <p>Able to prioritize, organize tasks and time, and follow up.</p> <p>Performs responsibilities efficiently and timely.</p> <p>Able to juggle multiple requests and meet multiple deadlines.</p> <p>Able to work well in a team environment and as part of a team.</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Internet usage (e-mail)</p> <p>Demonstrate good Excel skills.</p> <p>Ability to learn new software systems – federal and internal software. .</p>
<b>Education, experience, degrees, licenses</b>	<p>Bachelor's Degree in relevant field (preferred but not limited to social work, psychology, housing, social services, community development, public administration, finance or philanthropy)</p> <p>Prefer 2-5 years relevant job experience in the non-profit, affordable housing, economic, community development, or community service. Prefer 2-3 years of program management. Prefer previous federal program management but not required.</p>
<b>Work environment and physical demands</b>	<p>Work is performed in an office environment.</p> <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Requires employee to visit off-site locations through the State of Indiana periodically throughout the year (5% of time).</p>

IHCDCA is an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDCA will take affirmative action to ensure that all qualified applicants receive consideration for employment and employees are treated during employment, without regard to their

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